



SENIOR SOCIAL ISOLATION PREVENTION PEAK

SSI-Provider Network: Minutes of Meeting 2025

Date	Wednesday 16 July 2025 (2.00pm - 3.00pm)
Title	SSI-Provider Network Community of Practice (Meeting No. 3)
Topic	Supporting Healthy Ageing: Digital Tools and Community Connections
Location	Join Meeting Meeting ID: 464 614 369 09 Passcode: qj6NA2wR
Facilitator	Karen Wilson, Executive Officer, Seniors Social Isolation Peak Services Program, Council on the Ageing Queensland
Guest Speakers	<ul style="list-style-type: none"> • Jenny Hazlewood, Community Engagement Professional - Queensland and Northern Territory, LiveUp • Kayode Akomolafe, Aged Care Specialist Officer, Services Australia, Brisbane
Recording	tbc

Attendees – Guests (n = 3)

- COTA Queensland: Bronwyn Bidstrup, Manager, Aged and Community Care and Celsie Mead, Volunteer Champion
- Department of Families, Seniors and Disability Services and Child Safety: Jean Lagan, Principal Advisor – Strategy and Reform, Seniors and Carers, Community, Seniors and Carers

Attendees - SSI funded orgs (n = 16)

Far North Queensland

- Cooktown 60 & Better Program: Chanelle Oldaker, Program Coordinator, Cooktown District Community Centre
- Hinchinbrook Community Support Centre - Seniors Service: Desley De Bella, Elderly Inclusion Facilitator, Hinchinbrook Community Support Centre.
- Marlin Coast Safe and Confident Living Program: Phillipa Adams, Seniors Support Coordinator, Marlin Coast Neighbourhood Centre
- Seniors Adventure Program: Christine Gilewicz, Port Douglas Community Service Network Inc.

North Queensland

- No Attendees

Central Queensland

- Barcaldine 60 & Better Program: Jean Williams, Program Coordinator. Barcaldine Regional Council
- Bidgerdii Elders Social Engagement Program (BESEP): Lauren Noller, Program Manager, Bidgerdii Rockhampton Wellness Hub

South West Queensland

- Somerset Seniors Connect: Carole Labran, Tourism & Community Outreach Officer and Lyn Buchanan, Community Development Officer, Somerset Regional Council
- The Older Men's Network (TOMNET), Shannon Wade, General Manager, Toowoomba

North Coast

- Seniors Social Connection Program (Maroochy): Ben O'Rourke, Seniors Relationship Services Coordinator, and Diana Bernard, Relationships Australia Queensland

Brisbane & SEQ

- Acacia 50 & Better Program: Hayley Kiata, Service Manager, Seniors Program Coordinator, Inala Community House
- Encircle Redcliffe Older Persons Action Program: Jenny Reid, Case Manager, Encircle Redcliffe Neighbourhood Centre
- Multicultural Community Centre, Newmarket: Jeannie Mok, Director.
- Positively Ageing Program: Mark Doyle, Aged Care Navigator, Queensland Positive People (QPP)
- YMCA Cannon Hill Seniors: Deborah Gliddon, Y-Care (SEQ) Inc

Discussion, Key Points and Actions

	Discussion and Key Points	Actions
1	<p>Acknowledgements and Introduction</p> <ul style="list-style-type: none"> Acknowledgement of Country and Agenda overview Karen experienced technical difficulties during this meeting, compounded by there being no admin support for this meeting. The issues are directly linked to Microsoft security updates (e.g., restricted access issues, audio delays, video freezing, and sudden drops in camera or mic functionality). Future COP meetings will use Zoom. The link to the Zoom recording will follow shortly after the meeting. Participants were asked to share their name, organisation, program and where they were joining from in the chat (this helps keep an accurate record of attendance for the Minutes). 	<p>Participants to share their name, program, organisations and location in the Chat during all future meetings.</p>
2	<p>Previous Minutes and Outstanding Actions</p> <ul style="list-style-type: none"> The Minutes from the Community of Practice Meeting No. 2 (21/5/25) were circulated and the recording available on YouTube Please send any amendments to: karen.wilson@cotaqld.org.au 	<p>No amendments were received.</p>
3	<p>Community of Practice Aims</p> <ul style="list-style-type: none"> Karen introduced COTA Queensland and the role of the Seniors Social Isolation Prevention Peak for new members. Karen mentioned she'd created a visual map to show the location of all SSI-programs across Queensland. The meetings so far have focused on information sharing and learning about services. Future sessions will offer more opportunities to connect and showcase programs. An online platform will be developed to share information, resources, training, and grant opportunities, with network members playing an active role in its design and content. 	<p>Google map of the SSI-Programs</p> <p>Include PPT Slides when Minutes are circulated</p>

Discussion and Key Points	Actions
<p>4 Service Provider Presentations</p> <p>First Nations Mob Toolkit for Healthy Ageing</p> <p>Jenny Hazlewood, Community Engagement Professional, Queensland and Northern Territory, LiveUp)</p> <p>[Video Recording starts at 7:52]</p> <p>Acknowledgements</p> <ul style="list-style-type: none"> Jenny acknowledged the Whadjuk people of the Noongar Nation, where their head office is located (Perth WA) and shared her slides, including information about the artwork by Eulalia Martin¹. Jenny acknowledged she is on Turrbal and Yuggera Country in Meanjin (Brisbane). <p>About LiveUp and ILA</p> <ul style="list-style-type: none"> ILA was funded by the Department of Health and Aged Care to develop LiveUp. They focus on healthy ageing and helping older people to maintain their independence for longer. LiveUp was initially created in response to a review of assistive technology programs in an Australian paper. A need was identified to protect and promote older people's independence by increasing their awareness and understanding of assistive technology. Based on Wellness and Reablement and behaviour change. Focus on health promotion and prevention to empower older people to take small steps daily towards healthy ageing. Ideally, before they reach aged care services. LiveUp provide information about healthy ageing and increasing the knowledge base and tools to help people make positive changes for themselves, that informs choice. Their mission is to tackle outdated beliefs about ageing, utilising reablement approaches with minimum intervention. <p>Social isolation and social connection</p> <p>For people to get out and actively participate, they may need some assistance, potentially from the assistive products.</p> <p>Resources</p> <ul style="list-style-type: none"> Everyday Tools to Help Mob Guide Healthy Ageing Yarns (made by and for Mob) featuring Aunty Barbara McGrady and community Elders from La Parouse. Making Choices, Finding Solutions (tips and tricks for AT and home modification) translated into 3 Aboriginal languages and 1 Torres Strait Islander language, and plain English version. Better Practice Guide for Culturally Safe information (developed by 24 older First Nations people and 26 Community controlled service provider staff) 	

¹ The painting represents growth. The centre circle represents ILA, with the river blue, yellow and orange representing the Durabal Jurragan (Perth metro) and ILA expanding into the community. The roots and hands of the flowing river represent a strong foundation of people reaching out to help others.

Discussion and Key Points	Actions
<p>The Mob Kit is a resource for staff working with older people and family members and carers, helping to increase social and recreational participation for people in community. It increases your clients' understanding of the ageing journey</p> <p>Video</p> <ul style="list-style-type: none"> • Video of one of the yarns that the La Parouse group developed. Healthy Ageing with Lorraine and Marjorie. <p>Navigators</p> <ul style="list-style-type: none"> • 1800 951 971 free personalised service (for those who don't have access to the internet or would prefer to talk to someone) • Service providers can complete an e-referral, and the navigation team can contact one of your clients if they've provided consent. <p>Q&A Session</p> <p>Jeannie Mok, Director, Multicultural Community Centre commented that she has some copies of her published book, <i>Cherbourg Dorm Girls</i> (2005) if some of the Aunties would like to read these stories.</p> <p>Links provided by Jenny after the meeting</p> <ul style="list-style-type: none"> • Resources & Research ILA Australia https://www.ilaustralia.org.au/rethink-ageing/resources-research • LiveUp First Nations Resources https://www.liveup.org.au/resources/first-nations-resources • LiveUp Better Practice Guide for Culturally Safe information about assistive products. https://www.ilaustralia.org.au/docs/default-source/research-and-projects/better-practice-guide-for-culturally-safe-information-about-assistive-products---v1.2.pdf?sfvrsn=785982ec_3 • LiveUp Social Directory. https://www.liveup.org.au/activities/search <p>For further information: Contact Jenny Hazlewood, LiveUp Community Engagement, Email: communities@liveup.org.au Telephone. 08 6275 3138 (Brisbane-based)</p>	<p>Karen to connect Jenny Hazlewood and Jennie Mok (completed)</p> <p>Karen to circulate PPT Slides to SSI-Provider Network</p>
<p>5 Presentation 2: Role and Benefits of Aged Care Specialist Officer Kayode Akomolafe, Aged Care Specialist Officer (ACSO), Services Australia</p> <p>[Video Recording starts at 25.28]</p> <ul style="list-style-type: none"> • Kay gave an overview of My Aged Care, information about their services and how to connect with them. He was unable to comment on the changes coming into effect on 1 November. • He talked about needs increasing for health reasons or the concept of age itself, playing different roles for different people. • They work to support people through these challenges. 	

Discussion and Key Points	Actions
<p>Registering for My Aged Care</p> <p>Kay talked about the importance of nominating a representative, someone who could use online interactions, a younger person, so when the support is required, that person will be available to take the lead and provide better support. It could be an organisation (agent).</p> <p>Assessments</p> <ul style="list-style-type: none"> • ACSOs work with individuals to assess what supports they already have, their health and lifestyle, and how they complete daily tasks. • Kay talked about the <i>resilience</i> of the clients he works with, which plays a part in them not telling you everything they require. He often uses the phrase: <i>"Are you able to take off your superman/ superwoman cape during the assessment processes and come as you are and discuss the days that are not great"</i>. • This breaks the barrier of: <i>"I can do this myself, I don't need help"</i> and is linked to people's sense of dignity, choice and control. • Other options: Talk to your GP or other health professional; have a support person, loved one or carer during the assessment. <p>Aged Care Services</p> <ul style="list-style-type: none"> • Commonwealth Home Care Support Program (CHSP) • Home Care Packages (HCP) • Short-term care • Aged Care Home <p>Which one depends on the level of the persons needs, and how they are categorised. As needs and health conditions change, the person may progress to next level.</p> <p>ACSOs can help people navigate through these processes and answer questions about income and asset testing. Kay works with people to ensure they understand the fine print of their contracts.</p> <ul style="list-style-type: none"> • Find a Provider Tool – accessible and easy to use. Search by postcode or name. • Changes in circumstances. If needs increase or current health situation changes, talk to your current provider or an ACSO • • How to access My Aged Care: <ul style="list-style-type: none"> ○ Online, Telephone 1800 200 422 ○ Face-to-face in-person ○ By video chat • How to book an appointment: Call the Services Australia Aged Care Line 1800 227 475 <p>Contact Information</p> <ul style="list-style-type: none"> • Go to Centrelink offices or contact Services Australia Aged Care Line 1800 227 475 to book an appointment to see an ACSO. • Via the MyGov App: Centrelink, Documents and Appointments in the menu button, and click Aged Care general. 	

Discussion and Key Points	Actions
<p>Q&A Session</p> <p>Mark Doyle, Care Finder, Queensland Positive People (QPP) shared a story about a 72-year-old neurodiverse male, who had only recently accessed <i>My Aged Care</i> due to negative communication experiences. This highlighted the challenges older people with neurodiverse experiences face when navigating My Aged Care, including complex processes, communication difficulties, and negative interactions with staff, especially around income reporting. Kay said options were available for them to book an appointment and every reporting fortnight, receive a call (but they must be available). Challenge around unlisted numbers (security) and person not knowing who is calling. They receive an SMS prior to the call, so they know it's not a scam. Services Australia don't have staff specifically trained to support people with neurodiverse experiences. However, community organisations like 3rd Space are available to help. This highlighted a need for clearer information, accessible systems, and tailored support to ensure older people with neurodiverse experiences can access services with confidence and dignity.</p> <p>Post-meeting note: Inlusee have done great work with neurodiversity.</p> <p>Community Education Sessions</p> <p>If anyone is interested in contacting an ACSO in their region to arrange a community education session for their group/organisation, please email: karen.wilson@cotaqld.org.au. Karen will liaise with Kay to identify the right person in your region.</p> <p>Important Note! Karen contacted Artie Martin, Seniors Program Manager, Indigenous and Remote Communities Team, Services Australia re their Indigenous Liaison Officers (ILOs). Artie will liaise with the ILO's and link them to relevant SSI-providers (as provided by Karen)</p>	<p>Karen to contact Inlusee to identify potential resources. Inlusee Diversity, Equity & Inclusion</p> <p>See Neurodiverse Safe Work Initiative. Interview with Rachael Cook and Tatia Power from Inlusee on Vimeo.</p> <p>Karen to circulate the PPT Slides from both presentations (Approval granted)</p> <p>Karen to follow-up with Lauren Noller, Bidgerdii Elders Social Engagement Program (BESEP) re ILO contact for their Elders Group who meet every Wednesday.</p>
<p>6 Reimagining our Community of Practice</p> <p>Karen is continuing to make one-to-one phone calls to providers. Karen has drafted a proposal for a regional CoP and will circulate for feedback.</p>	<p>Karen to circulate proposal for regional Community of Practice + brief survey</p>
<p>7 Date of Next Meeting</p> <ul style="list-style-type: none"> Thursday 7 August (12-1pm). Lunch & Learn for Loneliness Awareness Week. Topic: The Heart of Community: Older Volunteers and Everyday Connectors 	<p>Karen to circulate Agenda and link to Zoom meeting.</p>

Prepared by

Karen Wilson, Executive Officer, Seniors Social Isolation Peak Services Program Council on the Ageing Queensland.

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